

Stepping Stones NI

39 Seymour Street, Lisburn, BT27 4SY

JOB DESCRIPTION

Ref: SS/18/10
Post: Employment Services Co-ordinator
Date: May 2018

1. JOB DETAILS

- a. Responsible to:** Services Manager
- b. Responsible for:** Team of Employment Officers and Job Coaches
- c. Working hours:** 37 hours, centrally based in Lisburn, with travel.
- d. Salary:** £26,532 plus 5% Employer pension contribution

2. JOB SUMMARY

Working 100% on ESF you will oversee the day to day work of Employment Officers and Job coaches. You will work with local employers to help generate opportunities for clients with disabilities. As Employment Service Coordinator you will carry out referral and assessment meetings with new participants. The Employment Service Co-ordinator also has targets to meet in order to contribute to the ESF programme. You will have direct engagement throughout the delivery of the programme and will have direct engagement with participants to ensure participants progress towards training and employment outcomes. This is demonstrated via each staff members Balance Score Card i.e. achievement of targets and outcomes.

3. KEY TASKS

- 3.1** The ensure the Employment Service objectives and planned strategies are implemented to fulfil service and organisational targets
- 3.2** Liaise with trainees, clients, parents/carers, social workers and referral agents to identify clients appropriate to the service.
- 3.3** Oversee the recruitment of clients to the service, including liaising with parents and the multidisciplinary team
- 3.4** To promote the service to new employers and stakeholders, and maintain good day to day relationships with existing employers and stakeholders
- 3.5** To develop partnerships with employers identifying employment opportunities, securing employment and ensuring support is provide to the employer and employee throughout
- 3.6** Provide line management support to the Employment Services Team responsible for delivering employment programmes. To oversee the supervision and annual appraisals of all Employment services to ensure that agreed targets are met.
- 3.7** To be responsible for the collation and maintenance of training information and online data for reporting, quality assurance, Education and Training Inspectorate (ETI) and Social Return on Investment (SROI evaluations)
- 3.8** Ensure clients vocational skills are identified and matched to appropriate work opportunities and that they are supported to develop their vocational skills and to progress to their chosen field of work
- 3.9** Liaise with the service staff and identify training and development needs of the trainees and clients and work with the organisational training team to ensure these needs are met
- 3.10** To ensure senior management are regularly kept up to date with service activities through regular meetings and written reports
- 3.11** To oversee the administration of monthly and quarterly funding claims, ensuring that all documentation meets operational and funder guidelines
- 3.12** Collate, monitor and evaluate all employment programmes to meet funding requirements in project delivery and quality standards, and adhere to, and maintain, all programme information to meet funder and operational guidelines
- 3.13** Maintain and ensure that all client files meet quality standards for internal and external inspection

3.14	To participate in formal trainee reviews and client reviews and meetings as required, and coordinate meetings with relevant staff in relation to client progression
3.15	Ensure that appropriate work records are effectively maintained
3.16	In conjunction with Services Manager, develop and implement marketing plan and ensure active promotion of services using a range of social media
3.17	To support volunteers volunteering in the Employment Service
3.18	Work as part of a team and have a flexible attitude to work, maintaining a high level of customer service
3.19	To liaise with a wide range of stakeholders: trainees, parents, carers, partner organisations, volunteers etc to ensure effective communication
3.20	To provide written monthly progress reports as required by the Services Manager
3.21	To complete incident report forms and communicate effectively to your line manager
3.22	Work towards the implementation of the organisations strategy and contribute to monthly reports using a balanced scorecards
3.23	Responsible for ensuring continuous improvement actions are implemented in the department and take active part in the relevant activities which lead to meeting targets and organisational standards
3.24	To provide line management to the Employment Services across Northern Ireland
4.0	Health & Safety
4.1	Ensure that all duties are carried out to comply with: a. The Health and Safety at Work (N.I.) Order 1978; b. Acts of Parliament, Statutory Instruments and Regulations and other legal requirements; c. Agreed Codes of Practice; including the COSHH Regulations and Safe Working Practices manuals; d. Any other statutory regulations which may apply.
4.2	Ensure that all equipment issued is maintained in an appropriate and safe manner, with any defects being reported immediately.
4.3	Co-operate with staff and Management to maintain our Health and Safety policy i.e. monitoring accident books, liaising with insurance companies and relevant paperwork.
4.4	Undertake Health and Safety and Environmental training as identified by Stepping Stones.
5.0	General
5.1	All staff must ensure that customer focus is maintained at all times in order to achieve customer satisfaction.
5.2	All staff are to contribute to the continual improvement of the Quality management system through adhering to the documented procedures and processes, and identifying improvements where possible.
5.3	Carry out general housekeeping duties within the workshop area.
5.4	Participate in courses/conferences or training as required as part of the job role
5.5	To attend any meetings as and when required.
5.6	Ensure compliance in all activities in accordance with the Company's Equal Opportunities Policy.
5.7	Conduct all activities with confidentiality and in accordance with the requirements of Data Protection Legislation and the Company's Policies and Procedures.
5.8	To communicate effectively with parents, carers, social workers, customers and all stakeholders of Stepping Stones in a professional manner.
5.9	To ensure that communication both verbal and written is clear, relevant, and free from errors both during internal and external training and when communicating with stakeholders
5.10	Undertake any other duties that are within the competence of the post holder and conducive to the effective delivery of the role.